Ohio | Department of Medicaid

Stage 2 – Provider Enrollment & Credentialing

Provider Journey Maps

September 2022

Stage 2 – Provider Enrollment and Credentialing | Overview

Purpose and Considerations

- Purpose
  - » Provide guidance on how to become an enrolled provider in the Ohio Medicaid program
- Considerations
  - » Only providers who are enrolling for the **first** time with Medicaid need to complete initial Enrollment and Credentialing
  - » All providers who provide services to Medicaid beneficiaries are required to be screened and enrolled with the Ohio Department of Medicaid
  - » There are some provider types that require certification from an external body or participation with Medicare as a condition of enrollment with Ohio Medicaid. Those certifications and Medicare participation should be completed prior to applying with Ohio Medicaid
  - » There will be no changes to this process in Stage 3 (December 1, 2022) or beyond

Stage 2 – Provider Enrollment and Credentialing | Overview (cont.)

Purpose and Considerations

- Common Acronyms
  - » PNM – Provider Network Management
  - » MCE – Managed Care Entity
  - » NPI – National Provider Identifier
  - » EIN – Employer Identification Number
- Resources
  - » For detailed step-by-step instructions, please utilize the User Guides available at https://ohiopnm.myabsorb.com/.
    - Users will need an enrollment key to create an account and access training guides. These enrollment keys will be part of the communication sent out by ODM when the Learning Management System is open for enrollment
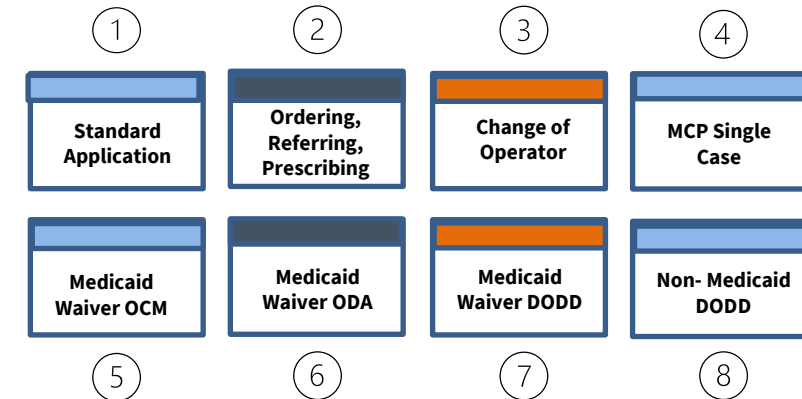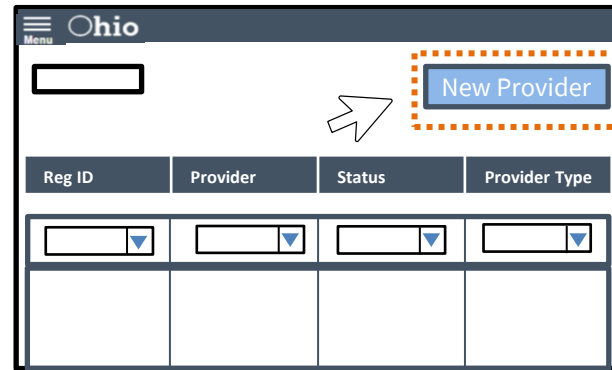
Provider Enrollment and Credentialing

Stage 2 – October 1, 2022

Provider Enrollment & Credentialing

New Provider Enrollment

PNM Login

Reg ID	Provider	Status	Provider Type

New Provider

① Standard Application	② Ordering, Referring, Prescribing	③ Change of Operator	④ MCP Single Case
⑤ Medicaid Waiver OCM	⑥ Medicaid Waiver ODA	⑦ Medicaid Waiver DODD	⑧ Non- Medicaid DODD

1. Navigate to the *Provider Network Management (PNM) Module and log in using your OH|ID credentials (username and password).

2. Click on the "New Provider" button on the right side of the landing page.

3. Select the appropriate application based on the provider type. For the purposes of this example, we will utilize "Standard Application."

Refer to the Maximus Training Website at https://ohiopnm.myabsorb.com/ for User Guides with detailed instructions on completing each application type.

*This link will be available on 10/1/2022.

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Provider Enrollment & Credentialing (cont.)

New Provider Enrollment

Individual Provider

- Provider Type
- First Name
- Last Name
- EIN (Employer Identification #)/SSN (Social Security #)
- NPI (National Provider Identifier)
- Requested Effective Date
- Gender
- DOB
- Zip Code

NPI Validation Error

Individual Provider

- Provider Type
- First Name
- Last Name
- SSN (Social Security #)…

Taxonomy

Submit

4a. For the selected provider type, provide the requested information on the Key Identifiers Page. Example information for an individual provider, standard application includes: NPI, EIN, etc. If credentialed, provide additional credentialing information as requested.

4b. If the PNM cannot validate your NPI, you will receive an instant on-screen error, which must be corrected before you can proceed with your application.

5. After successful validation of your NPI, the taxonomy field will become available. If relevant, update a taxonomy code and click "Submit."
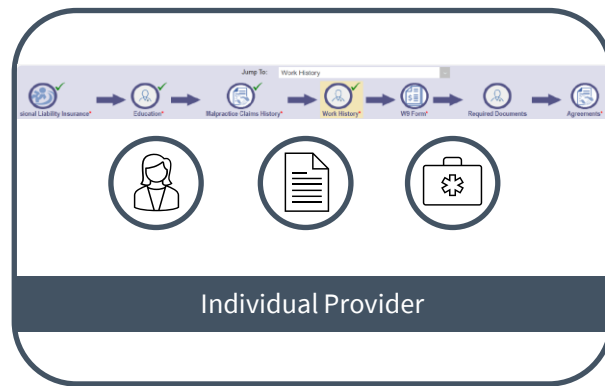
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Provider Enrollment & Credentialing (cont.)

New Provider Enrollment

Individual Provider

I agree to the Terms and Conditions

SUBMIT

6. Follow the pages (the blue circles) and provide the requested information. For individual providers, examples include Education, Work History, MCO Affiliation, etc. If credentialling is required based on your provider type, additional fields will be displayed during this step to enter your credentialling information.

7. Sign the Provider Agreements Page.

8. When you have finished entering your enrollment and credentialing information, select "Submit."

Enrollment Submission Acceptance

Provider Enrollment Response

WHO: New Ohio Medicaid Providers
WHEN: Process effective with Stage 2 – October 1, 2022 of the Next Generation Program

ODM IHD
1-800-686-1516

1. You will receive an email confirming your application has been received. Your application will be reviewed and you will receive an email confirming acceptance of your enrollment.

2. If more information is required, you will receive an email from the PNM and a text message (if opted in to receive text messaging). Log back into the PNM Module, provide the requested information, and click the "Submit for Review" button.

3. For assistance, contact the ODM Integrated Help Desk (IHD) and Select Option 1.
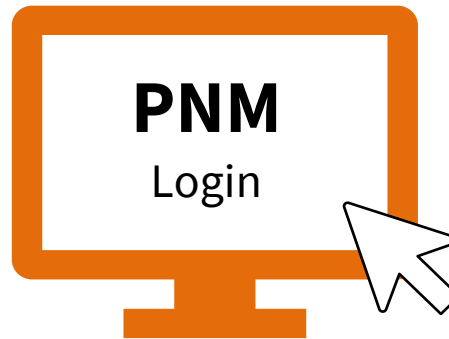
Provider Revalidation and Recredentialing

Revalidation and Recredentialing

Revalidate

PNM
Login

Recredentialing

1. Non credentialed providers must revalidate their provider enrollment status every 5 years. Credentialed providers must submit recredentialing every 3 years. You will receive an email reminder 120 days before the deadline.

2. Navigate to the *__Provider Network Management (PNM) Module__ and log in using your OH|ID credentials (username and password).

3. To revalidate and recredential, select the hyperlink for the provider you wish to revalidate on the Dashboard. A "Start Revalidation" option will appear. Follow the on-screen prompts to complete revalidation.

*This link will be available on 10/1/2022.